Claims

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1   1. (currently amended) A system for collecting,
2 processing, and presenting survey information comprising:

3   I.   an automated survey communication system for
4   connecting to survey participants for
5   conducting a survey to obtain survey data, said
6   survey communication system capable of
7   executing software scripts for implementing
8   desired automated survey routines;

9   II.   a customer viewpoint module for providing
10   software scripts to said survey communication
11   system for surveying survey participants who
12   are customers using a drill-down method,, said
13   survey data obtained from the customers
14   including patient viewpoint data;

15   III. a personal clinical data analysis module for
16   automatically generating analyzed data
17   generated by analyzing said survey data,
18   wherein said personal clinical data analysis
19   module generates reports on said analyzed data
20   for use by the survey consumer;

21   IV.   an office team viewpoint module for providing
22   software scripts to said survey communication
23   system for surveying survey participants who
24   are employees using a drill-down method, , said
25   survey data obtained from the employees
26   including employee viewpoint data; and

27   ~~V.~~   ~~an office fiscal performance viewpoint module~~

28   ~~for providing software scripts to said survey~~

29   ~~communication system for surveying survey~~

30   ~~participants who are managers using a drill-~~

31   ~~down method, and further for receiving said~~

32   ~~survey data from said survey communication~~

33   ~~system, said survey data obtained from the~~

34   ~~managers including fiscal performance data; and~~

35   V[[I]].   an office data presentation module for

36   generating assessed survey information for

37   presenting to end users in a formatted manner,

38   said assessed survey information including

39   information for providing quality assessments

40   of an organization, wherein

41   said drill-down method utilizes one or both of

42   survey data already provided by a current

43   survey participant and historical survey data

44   to determine a subsequent survey question to be

45   asked of the current survey participant, and

46   further wherein

47   said system <u>automatically displays survey results</u>

48   ~~generates analyzed feedback for display~~ to each

49   survey participant utilizing historical survey

50   data, said displayed analyzed feedback

51   formatted in a custom manner based on whether

52   the current survey participant is a customer,

53   <u>or is </u>an employee[[,]] or a manager.

1   2. (original) The system according to claim 1

2 wherein said generating assessed survey information for

3 presenting to end users in a formatted manner utilizes a

4 compass viewpoint information presentation paradigm.

1   3. (original) The system according to claim 1
2   applied to a medical care provider, wherein said customer
3   is a patient, said system further comprising:

4   a comparative practice data repository for storing
5   and retrieving said survey data and for storing
6   and retrieving said analyzed data and for
7   storing and retrieving said assessed survey
8   information;

9   a historical data repository on clinic performance
10   for storing fiscal historical performance
11   normative data for use by said office data
12   presentation module for generating and
13   displaying historical fiscal performance
14   comparisons for predicting fiscal success; and

15   a clinical and pathophysiologic normative data
16   repository for storing clinical and
17   pathophysiologic normative data obtained from
18   various sources, said clinical and
19   pathophysiologic normative data relating
20   patient parameters including age, gender, and
21   medical conditions.

1   4. (original) The system according to claim 3
2   wherein said customer viewpoint data includes:

3   A.   customer satisfaction data;

4   B.   office process viewpoint data;

5   C.   provider care and concern data; and

6   D.   verbatim viewpoint comments;

7	and further wherein said employee viewpoint data
8	includes:
9	A. job performance data including:
10	i. ability to keep pace data;
11	ii. opportunities to improve data;
12	iii. job security data; and
13	iv. performance expectations data;
14	B. team function data including:
15	i. team communication data;
16	ii. team operation data;
17	iii. stress environment data;
18	iv. change implementation data; and
19	v. overall viewpoint data;
20	C. verbatim comments; and
21	D. employee function data;
22	and still further wherein said fiscal performance
23	data includes:
24	A. staffing data;
25	B. compliance data;
26	C. encounter frequency data;
27	D. production data;
28	E. collections data
29	F. receipts data;
30	G. accounts receivable data;
31	H. cost data; and
32	I. overhead data;

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1     5. (original) The system according to claim 4
2   wherein said analyzed data includes:
3     A.   comparative patient level data for storing in
4          said clinical and pathophysiological normative
5          data repository, said comparative patient level
6          data including:

7               i.   patient age data;
8               ii.  patient gender data;
9               iii. patient functional health status data
10              iv.  patient health screening data
11              v.   patient family medical history data;
12              vi.  patient medication data;
13              vii. patient pathophysiology data;
14              viii.   patient health habits data;
15              ix.  patient counseling data;
16              x.   patient satisfaction data;
17              xi.  patient health care access data; and
18              xii. patient payment capability data;
19    B.   comparative data for stored in said comparative
20         practice data repository; and
21    C.   analyzed data stored in said comparative
22         practice data repository.

1     6. (original) The system according to claim 5
2   wherein said assessed survey information includes:
3     A.   patient viewpoint results including:

4               i.   office process viewpoints;
5               ii.  provider care and concern viewpoints;
6               iii. overall visit viewpoints; and
7               iv.  verbatim comments on processes;
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8   B.   functional health status results; and

9   C.   fiscal performance viewpoint results.

1   7. (original) The system according to claim 1
2   applied to a medical care provider wherein said customer
3   is a patient and further wherein said analyzed data
4   includes:

5   A.   comparative patient level data for storing in
6   said clinical and pathophysiological normative
7   data repository, said comparative patient level
8   data including:

9   i.   patient age data;
10   ii.   patient gender data;
11   iii. patient functional health status data
12   iv.   patient health screening data
13   v.   patient family medical history data;
14   vi.   patient medication data;
15   vii. patient pathophysiology data;
16   viii.   patient health habits data;
17   ix.   patient counseling data;
18   x.   patient satisfaction data;
19   xi.   patient health care access data; and
20   xii. patient payment capability data;
21   B.   comparative data for stored in said comparative
22   practice data repository; and

23   C.   analyzed data stored in said comparative
24   practice data repository.

1   8. (original) The system according to claim 7
2   wherein said assessed survey information includes:

3   A.   patient viewpoint results including:

4   i.   office process viewpoints;

5   ii. provider care and concern viewpoints;

6   iii. overall visit viewpoints; and

7   iv. verbatim comments on processes;

8   B.   functional health status results; and

9   C.   fiscal performance viewpoint results.

1   9. (original) The system according to claim 3

2 applied to a medical care provider, wherein said customer

3 is a patient and further wherein said assessed survey

4 information includes:

5   A.   patient viewpoint results including:

6   i.   office process viewpoints;

7   ii. provider care and concern viewpoints;

8   iii. overall visit viewpoints; and

9   iv. verbatim comments on processes;

10   B.   functional health status results; and

11   C.   fiscal performance viewpoint results.

1   10. (original) The system according to claim 1

2 applied to a medical care provider wherein said customer

3 is a patient and further wherein said analyzed data

4 includes:

5   patient family and social histories;

6   reviews of health habits;

7   health concerns;

8   medication reviews;

9   health screening information; and

10   recommendations based on nationally accepted
11   guidelines, age, gender, and condition specific
12   care.

1   11. (original) The system according to claim 10
2   wherein said generating assessed survey information for
3   presenting to end users in a formatted manner utilizes a
4   compass viewpoint information presentation paradigm.

1   12. (original) A system for collecting, processing,
2   and presenting survey information for a medical care
3   provider comprising:

4   I. a survey communication system for connecting to
5   a survey participant and obtaining participant
6   survey data, said survey communication system
7   comprising:

8   A. a connection device connected to a
9   communication network for connecting said
10   communication network to a survey
11   participant; and

12   B. an automated surveying system connected to
13   said connection device, wherein said
14   automated surveying system executes survey
15   scripts for collecting survey data from
16   the survey participant, said automated
17   surveying system including an automated
18   interactive voice recognition unit for
19   accepting oral responses from the survey
20   participant, said automated interactive
21   voice recognition unit including a voice
22   recognition module to interpret said oral

| 23 | | | | responses and generate said participant |
| 24 | | | | survey data therefrom; |

25			said automation surveying system further
26			including a means for recording verbatim
27			comments;

28		II.	a patient viewpoint module for providing
29			software scripts to said survey communication
30			system for surveying survey participants who
31			are patients and further for receiving said
32			survey data including patient survey data
33			obtained from the patient, from said survey
34			communication system, said patient viewpoint
35			module containing physician office survey
36			programs comprising:

37			A.	a patient viewpoint program for providing
38				patient viewpoint survey scripts to said
39				external surveying system for obtaining
40				participant viewpoint data from the
41				patient;

42			B.	a functional health status program for
43				providing functional health status survey
44				scripts to said external surveying system
45				for obtaining functional health status
46				data from the patient;

47			C.	a panel membership program for providing a
48				panel membership survey script to said
49				external surveying system for inviting the
50				patient to join a panel;

| 51 | | | D. | a verbatim comments program for providing |
| 52 | | | | verbatim comments survey scripts for |

53   obtaining said verbatim comments from the

54   patient;

55   E.   a data storage program for checking an

56   integrity of said participant survey data,

57   and for storing participant survey data

58   that passes an integrity check into a

59   comparative practice data repository; said

60   patient survey data including:

61   i. said participant viewpoint data

62   including:

63   participant satisfaction data;

64   office process viewpoint data;

65   provider care and concern data;

66   and

67   verbatim viewpoint comments;

68   ii. said functional health status data;

69   and

70   iii. said verbatim comments;

71   and

72   F.   a data reporting program for providing a

73   report to the patient;

74   III. a personal clinical data analysis module for

75   generating analyzed data for storage in said

76   comparative practice data repository, said

77   analyzed data generated by analyzing said

78   participant survey data, comparative patient

79   level data obtained from a clinical and

80   pathophysiological normative data repository,

81   and primary data obtained from said comparative

82   practice data repository, wherein said

83   generated analyzed data includes:

84		A.	comparative patient level data for storing
85			in said clinical and pathophysiological
86			normative data repository, said
87			comparative patient level data including:

88			i.	patient age data;
89			ii.	patient gender data;
90			iii.	patient functional health status data
91			iv.	patient health screening data
92			v.	patient family medical history data;
93			vi.	patient medication data;
94			vii.	patient pathophysiology data;
95			viii.	patient health habits data;
96			ix.	patient counseling data;
97			x.	patient satisfaction data;
98			xi.	patient health care access data;
99			xii.	patient payment capability data; and
100			xiii.	recommendations based on one or more
101				of: nationally accepted guidelines,
102				age, gender, or condition specific
103				care
104		B.	comparative data for stored in said
105			comparative practice data repository; and
106		C.	analyzed data stored in said comparative
107			practice data repository;

108	wherein said personal clinical data analysis module
109	generates said analyzed data after an
110	expiration of a period of time since said
111	survey information was last generated, and
112	further wherein

113		said personal clinical data analysis module
114		generates reports on said analyzed data for use
115		by the survey consumer;

116	IV.	an office team viewpoint module for providing
117		software scripts to said survey communication
118		system for surveying survey participants who
119		are employees, for validating said employee
120		before providing data access, and further for
121		receiving said survey data including employee
122		survey data obtained from the employee, said
123		employee survey data including:

124		A.	job performance data including:

125			i.	ability to keep pace data;
126			ii.	opportunities to improve data;
127			iii.	job security data; and
128			iv.	performance expectations data;

129		B.	team function data including:

130			i.	team communication data;
131			ii.	team operation data;
132			iii.	stress environment data;
133			iv.	change implementation data; and
134			v.	overall viewpoint data;
135		C.	verbatim comments; and
136		D.	employee function data;

137		wherein said employee survey data is stored in said
138		comparative practice data repository;

139	V.	an office fiscal performance viewpoint module
140		for providing software scripts to said survey
141		communication system for surveying survey
142		participants who are managers, for validating

143   said manager before providing data access, and

144   further for receiving said survey data

145   including fiscal performance data obtained from

146   the manager, said fiscal performance data

147   including:

148   staffing data;

149   compliance data;

150   encounter frequency data;

151   production data;

152   collections data

153   receipts data;

154   accounts receivable data;

155   cost data; and

156   overhead data;

157   wherein said office fiscal performance viewpoint

158   module stores said fiscal performance data in

159   said comparative practice data repository; and

160   further wherein said office fiscal performance

161   viewpoint module archives historical fiscal

162   performance data in said historical data

163   repository on clinic performance;

164   and

165   VI.   a physician office data presentation module for

166   generating assessed survey information

167   including:

168   A.   patient viewpoint assessments generated

169   using said patient viewpoint data and said

170   analyzed data obtained from said

171   comparative practice data repository;

172   B.   office team viewpoint assessments

173   generated using said employee survey data

174   obtained from said comparative practice

175   data repository;

176   C. office fiscal performance viewpoint

177   assessments generated using said fiscal

178   data obtained from said comparative

179   practice data repository and said

180   historical data repository on clinic

181   performance; and

182   D. personal clinical compass viewpoint

183   assessments;

184 said physician office data presentation module

185   further for formatting said assessed survey

186   information for display to the survey consumer,

187   said formatted assessed survey information

188   including:

189   A. patient viewpoint results including:

190   i. office process viewpoints;

191   ii. provider care and concern viewpoints;

192   iii. overall visit viewpoints; and

193   iv. verbatim comments on processes;

194   B. functional health status results;

195   C. fiscal performance viewpoint results

196   including:

197   D. verbatim comments organized by category;

198 E. survey information sorted according to survey

199   consumer entered criteria, said sorting

200   criteria including Boolean sorting.

1 13. (original) The system according to claim 12

2 wherein said physician office data presentation module

3   formats said assessed survey information utilizing a
4   compass viewpoint information presentation paradigm.

1   14. (currently amended) A method for collecting,
2   processing, and presenting survey information comprising
3   the steps of:
4   I.   connecting to a survey participant over an
5   external communication system;

6   II. conducting a plurality of automated surveys
7   with survey participants for obtaining survey
8   data, said conducting a plurality of automated
9   surveys including the steps of:

10   A.   conducting a survey with a participant who
11   is a customer to obtain survey data
12   including customer viewpoint data;

13   B.   conducting a survey with a participant who
14   is an employee to obtain survey data
15   including employee viewpoint data; and

16   C.   conducting a survey with a participant who
17   is a manager to obtain survey data
18   including fiscal performance data;

19   III. generating analyzed data from said survey data,
20   wherein said analyzed data utilizes the compass
21   viewpoint information presentation paradigm;

22   IV. generating reports utilizing said survey data
23   and said analyzed data, said reports for use by
24   a survey consumer;

25   V.   generating assessed survey information from
26   said survey data and said analyzed data;

27   VI.   formatting said assessed survey information for
28   display to a survey consumer; and

29   VII.   generating, formatting, and displaying survey
30   results~~feedback~~, utilizing historical survey
31   data, to each survey participant during each of
32   said surveys, said survey results ~~feedback~~
33   formatted and displayed in a customized manner
34   based on whether the current survey participant
35   is a customer, or an employee[[,]] or a
36   manager.

1   15. (original) The method according to claim 14
2   wherein said formatting said assessed survey information
3   is done according to a compass viewpoint information
4   presentation paradigm.

1   16. (original) The method according to claim 14
2   wherein said customer viewpoint data includes:

3   A.   customer satisfaction data;

4   B.   office process viewpoint data;

5   C.   provider care and concern data; and

6   D.   verbatim viewpoint comments;

7   and further wherein said employee viewpoint data
8   includes:

9   A.   job performance data including:

10   i.   ability to keep pace data;
11   ii. opportunities to improve data;
12   iii. job security data; and
13   iv. performance expectations data;

14   B.   team function data including:

15			i.	team communication data;
16			ii.	team operation data;
17			iii.	stress environment data;
18			iv.	change implementation data; and
19			v.	overall viewpoint data;

20   C.   verbatim comments; and

21   D.   employee function data;

22 and still further wherein said fiscal performance data
23 includes:

24   A.   staffing data;

25   B.   compliance data;

26   C.   encounter frequency data;

27   D.   production data;

28   E.   collections data

29   F.   receipts data;

30   G.   accounts receivable data;

31   H.   cost data; and

32   I.   overhead data.

1   17. (original) The method according to claim 16 as
2 applied to a medical care facility wherein said customer
3 is a patient and further wherein said analyzed data
4 includes:

5   A.   comparative patient level data including:

6   i.   patient age data;
7   ii. patient gender data;
8   iii. patient functional health status data
9   iv. patient health screening data

10	v.	patient family medical history data;
11	vi.	patient medication data;
12	vii.	patient pathophysiology data;
13	viii.	patient health habits data;
14	ix.	patient counseling data;
15	x.	patient satisfaction data;
16	xi.	patient health care access data; and
17	xii.	patient payment capability data;

1   18. (original) The method according to claim 17

2 wherein said assessed survey information includes:

3   A.   patient viewpoint results including:

4   i.   office process viewpoints;

5   ii. provider care and concern viewpoints;

6   iii. overall visit viewpoints; and

7   iv. verbatim comments on processes;

8   B.   functional health status results; and

9   C.   fiscal performance viewpoint results.

1   19. (original) The method according to claim 18

2 wherein said formatting said assessed survey information

3 is done according to a compass viewpoint information

4 presentation paradigm.

1   20. (original) The method according to claim 14

2 applied to a medical care provider wherein said customer

3 is a patient and further wherein said analyzed data

4 includes:

5   A.   comparative patient level data including:

6   i.   patient age data;

7   ii. patient gender data;

8   iii. patient functional health status data

9   iv. patient health screening data

10   v.   patient family medical history data;

11   vi. patient medication data;

12   vii. patient pathophysiology data;

13   viii.patient health habits data;

14   ix. patient counseling data;

15   x.   patient satisfaction data;

16   xi. patient health care access data; and

17   xii. patient payment capability data;

1   21. (original) The method according to claim 20
2   wherein said assessed survey information includes:

3   A.   patient viewpoint results including:

4   i.   office process viewpoints;
5   ii. provider care and concern viewpoints;
6   iii. overall visit viewpoints; and
7   iv. verbatim comments on processes;
8   B.   functional health status results; and

9   C.   fiscal performance viewpoint results.

1   22. (original) The method according to claim 21
2   wherein said formatting said assessed survey information
3   is done according to a compass viewpoint information
4   presentation paradigm.

1   23. (original) A method for collecting, processing,
2   and presenting survey information comprising the steps
3   of:

4   I.   connecting to a survey participant over an
5   external communication system;

6	II.	conducting a plurality of automated surveys
7		with survey participants, said automated
8		surveys being conducted according to survey
9		scripts, said survey scripts providing
10		instructions for conducting said automated
11		survey to collect survey data, said conducting
12		a plurality of automated surveys with survey
13		participants including the steps of:

A. conducting a survey with a participant who
   is a customer according to customer survey
   scripts including scripts for obtaining
   survey data including customer viewpoint
   data;

B. conducting a survey with a participant who
   is an employee according to employee
   survey scripts including scripts for
   obtaining survey data including employee
   viewpoint data; and

C. conducting a survey with a participant who
   is a manager according to manager survey
   scripts including scripts for obtaining
   survey data including fiscal performance
   data;

III. generating analyzed data from said survey data,
   wherein said analyzed data utilizes a compass
   viewpoint information presentation paradigm;

IV. generating reports utilizing said survey data
   and said analyzed data, said reports for use by
   a survey consumer or for use by said survey
   participant;

36   V.   generating assessed survey information from
37   said survey data and said analyzed data, and

38   VI. formatting said assessed survey information for
39   display to a survey consumer.

1   24. (original) The method according to claim 23
2 wherein said customer viewpoint data includes:

3   A.   customer satisfaction data;

4   B.   office process viewpoint data;

5   C.   provider care and concern data; and

6   D.   verbatim viewpoint comments;

7 and further wherein said employee viewpoint data
8   includes:

9   A.   job performance data including:

10   i.   ability to keep pace data;
11   ii. opportunities to improve data;
12   iii. job security data; and
13   iv. performance expectations data;
14   B.   team function data including:

15   i.   team communication data;
16   ii. team operation data;
17   iii. stress environment data;
18   iv. change implementation data; and
19   v.   overall viewpoint data;
20   C.   verbatim comments; and

21   D.   employee function data;

22 and still further wherein said fiscal performance data
23   includes:

24   A.   staffing data;

25   B.   compliance data;

26   C.   encounter frequency data;

27   D.   production data;

28   E.   collections data

29   F.   receipts data;

30   G.   accounts receivable data;

31   H.   cost data; and

32   I.   overhead data.

1   25. (original) The method according to claim 23
2 applied to a medical care provider, wherein said customer
3 is a patient and further wherein said analyzed data
4 includes:

5   A.   comparative patient level data including:

6   i.   patient age data;
7   ii. patient gender data;
8   iii. patient functional health status data
9   iv. patient health screening data
10   v.   patient family medical history data;
11   vi. patient medication data;
12   vii. patient pathophysiology data;
13   viii.patient health habits data;
14   ix. patient counseling data;
15   x.   patient satisfaction data;
16   xi. patient health care access data; and
17   xii. patient payment capability data.

18   26. (original) The method according to claim 23
19 wherein said assessed survey information includes:

20	A. patient viewpoint results including:
21	i. office process viewpoints;
22	ii. provider care and concern viewpoints;
23	iii. overall visit viewpoints; and
24	iv. verbatim comments on processes;
25	B. functional health status results; and
26	C. fiscal performance viewpoint results.

1   27. (original) The method according to claim 26
2 applied to a medical care provider, wherein said customer
3 is a patient and further wherein said analyzed data
4 includes:

5   A.   comparative patient level data including:

6   i.   patient age data;
7   ii.   patient gender data;
8   iii. patient functional health status data
9   iv.   patient health screening data
10   v.   patient family medical history data;
11   vi.   patient medication data;
12   vii. patient pathophysiology data;
13   viii.   patient health habits data;
14   ix.   patient counseling data;
15   x.   patient satisfaction data;
16   xi.   patient health care access data; and
17   xii. patient payment capability data.

1   28. (original) The method according to claim 27
2 wherein said formatting said assessed survey information
3 is done according to a compass viewpoint information
4 presentation paradigm.

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1   29. (currently amended) A method for collecting,

2   processing, and presenting survey information comprising

3   the steps of:

4   I.   connecting to a survey participant over an

5   external communication system;

6   II.   conducting a plurality of automated surveys

7   with survey participants, said automated

8   surveys being conducted according to survey

9   scripts, said survey scripts providing

10   instructions for conducting said automated

11   survey to collect survey data, said conducting

12   a plurality of automated surveys with survey

13   participants including the steps of:

14   A.   conducting a survey with a participant who

15   is a customer according to customer survey

16   scripts including scripts for obtaining

17   survey data including customer viewpoint

18   data including:

19   i.   customer satisfaction data;

20   ii. office process viewpoint data;

21   iii. provider care and concern data; and

22   iv. verbatim viewpoint comments;

23   B.   conducting a survey with a participant who is

24   an employee according to employee survey

25   scripts including scripts for obtaining survey

26   data including employee viewpoint data; said

27   employee viewpoint data including:

28   i.   job performance data including:

29   ability to keep pace data;

25

30		opportunities to improve data;
31		job security data; and
32		performance expectations data;
33		ii. team function data including:
34		team communication data;
35		team operation data;
36		stress environment data;
37		change implementation data; and
38		overall viewpoint data;
39		iii. verbatim comments; and
40		iv. employee function data;
41	and	
42	C.	conducting a survey with a participant who is a
43		manager according to manager survey scripts
44		including scripts for obtaining survey data
45		including fiscal performance data, said fiscal
46		performance data includes:
47		i. staffing data;
48		ii. compliance data;
49		iii. encounter frequency data;
50		iv. production data;
51		v. collections data
52		vi. receipts data;
53		vii. accounts receivable data;
54		viii.cost data; and
55		ix. overhead data;
56	III.	generating analyzed data from said survey data,
57		said analyzed data including:
58	A.	comparative patient level data for storing
59		in said clinical and pathophysiological

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60			normative data repository, said
61			comparative patient level data including:
62			i. patient age data;
63			ii. patient gender data;
64			iii. patient functional health status data
65			iv. patient health screening data
66			v. patient family medical history data;
67			vi. patient medication data;
68			vii. patient pathophysiology data;
69			viii.patient health habits data;
70			ix. patient counseling data;
71			x. patient satisfaction data;
72			xi. patient health care access data; and
73			xii. patient payment capability data;
74		B.	comparative data for stored in said
75			comparative practice data repository
76			including comparisons to nationally
77			accepted guidelines; and
78		C.	historical comparisons based on analyzed
79			data stored in said comparative practice
80			data repository.
81	IV.		generating reports utilizing said survey data
82			and said analyzed data, said reports for use by
83			a survey consumer or for use by said survey
84			participant; and
85	V.		generating assessed survey information from
86			said survey data and said analyzed data, said
87			assessed survey information including:
88		A.	patient viewpoint results including:
89			i. office process viewpoints;

90   ii. provider care and concern viewpoints;

91   iii. overall visit viewpoints; and

92   iv. verbatim comments on processes;

93   B. functional health status results; and

94   C. fiscal performance viewpoint results;

95 ~~and~~

96 VI. formatting at least some portion of said

97   assessed survey information according to a

98   compass viewpoint information presentation

99   paradigm for display to a survey consumer, said

100   formatting including presentation of charts,

101   graphs, and textual reports;[[,]] and ~~further~~

102 VII. formatting at least some portion of said

103   assessed survey information for providing

104   survey~~feedback~~ information to the survey

105   participant, said formatting being customized

106   based on whether the participant is a patient,

107   or an employee[[,]] or a manager.

1   30. (currently amended) A system for collecting,

2   processing, and presenting survey information comprising:

3   I.   means for connecting to a survey participant

4   over an external communication system;

5   II. means for conducting a plurality of automated

6   surveys with survey participants for obtaining

7   survey data, said means for conducting a

8   plurality of automated surveys including:

9   A. means for conducting a survey with a

10   participant who is a customer to obtain

11			survey data including customer viewpoint
12			data;
13		B.	means for conducting a survey with a
14			participant who is an employee to obtain
15			survey data including employee viewpoint
16			data; and
17		C.	means for conducting a survey with a
18			participant who is a manager to obtain
19			survey data including fiscal performance
20			data;
21	III.		means for generating analyzed data from said
22			survey data, wherein said analyzed data
23			utilizes a compass viewpoint information
24			presentation paradigm;
25	IV.		means for generating reports utilizing said
26			survey data and said analyzed data, said
27			reports for use by a survey consumer or for use
28			by said survey participant; and
29	V.		means for generating assessed survey
30			information from said survey data and said
31			analyzed data, and
32	VI.		means for formatting at least some portion of
33			said assessed survey information for display to
34			a survey consumer, and further including
35	VII.		means for formatting at least some portion of
36			said assessed survey information for providing
37			~~feedback~~ <u>survey</u> information to the survey
38			participant, said formatting being customized
39			based on whether the participant is a patient,
40			<u>or</u> an employee[[,]] or a manager.

1   31. (original) The system according to claim 30
2   wherein said formatting said assessed survey information
3   is done according to a compass viewpoint information
4   presentation paradigm.

1   32. (currently amended) A system for collecting,
2   processing, and presenting survey information comprising:
3   I.   means for connecting to a survey participant
4   over an external communication system;
5   II.   means for conducting a plurality of automated
6   surveys with survey participants, said
7   automated surveys being conducted according to
8   survey scripts, said survey scripts providing
9   instructions for conducting said automated
10   survey to collect survey data, said conducting
11   a plurality of automated surveys with survey
12   participants including the steps of:
13   A.   means for conducting a survey with a
14   participant who is a patient according to
15   patient survey scripts including scripts
16   for obtaining survey data including
17   patient viewpoint data;
18   B.   means for conducting a survey with a
19   participant who is an employee according
20   to employee survey scripts including
21   scripts for obtaining survey data
22   including employee viewpoint data; and
23   C.   means for conducting a survey with a
24   participant who is a manager according to
25   manager survey scripts including scripts

30

26   for obtaining survey data including fiscal

27   performance data;

28   III. means for generating analyzed data from said

29   survey data, wherein said analyzed data

30   utilizes a compass viewpoint information

31   presentation paradigm;

32   IV.   means for generating reports utilizing said

33   survey data and said analyzed data, said

34   reports for use by a survey consumer or for use

35   by said survey participant; and

36   V.   means for generating assessed survey

37   information from said survey data and said

38   analyzed data, and

39   VI.   means for formatting at least some portion of

40   said assessed survey information for display to

41   a survey consumer, and further including

42   VII. means for formatting at least some portion of

43   said assessed survey information for providing

44   ~~feedback~~ <u>survey</u> information to the survey

45   participant, said formatting being customized

46   based on whether the participant is a patient,

47   <u>or</u> an employee[[,]] or a manager.

1   33. (original) The system according to claim 32

2 wherein said formatting said assessed survey information

3 is done according to a compass viewpoint information

4 presentation paradigm.

1   34 (currently amended) A method for collecting,

2 processing, and presenting survey information comprising

3 the steps of:

31

4	I.	connecting to a survey participant over an
5		external communication system;

6	II.	conducting a plurality of automated surveys
7		with survey participants for obtaining survey
8		data, said conducting a plurality of automated
9		surveys utilizing a drill-down methodology and
10		including the steps of:

11	A.	conducting a survey with a participant who
12		is a customer to obtain survey data
13		including customer viewpoint data; and

14	B.	conducting a survey with a participant who
15		is an employee to obtain survey data
16		including employee viewpoint data;

17	III.	generating analyzed data from said survey data;

18	IV.	generating reports utilizing said survey data
19		and said analyzed data, said reports for use by
20		a survey consumer;

21	V.	generating assessed survey information from
22		said survey data and said analyzed data;

23	VI.	formatting said assessed survey information for
24		display to a survey consumer; and

25	VII.	generating, formatting, and displaying survey
26		information~~feedback~~, utilizing historical
27		survey data, to the survey participant during
28		said survey, said survey information provided
29		~~feedback formatted and displayed~~ in a
30		customized manner based on whether the current
31		survey participant is a customer or an
32		employee, wherein

33　　　　said drill-down methodology utilizes one or both of
34　　　　　　survey data already provided by the survey
35　　　　　　participant and historical survey data to
36　　　　　　determine a subsequent survey question to be
37　　　　　　asked of the current survey participant.

1　　　35. (new) The system of claim 1, wherein said
2　assessed survey information is presented in real time or
3　near real time from the collection of the survey data.

1　　　36. (new) The system of claim 35, wherein said
2　assessed survey information is presented in seconds.

1　　　37. (new) The system of claim 12, wherein said
2　assessed survey information is displayed in real time or
3　near real time from the collection of the survey data.

1　　　38. (new) The system of claim 37, wherein said
2　assessed survey information is displayed in seconds.

1　　　39. (new) The system of claim 14, wherein said
2　reports are generated, and/or said assessed survey
3　information is displayed, in real time or near real time
4　from the collection of the survey data.

1　　　40. (new) The system of claim 39, wherein said
2　reports are generated, and/or said assessed survey
3　information is displayed, in seconds.

1　　　41. (new) The system of claim 23, wherein said
2　reports are generated, and/or said assessed survey
3　information is displayed, in real time or near real time
4　from the collection of the survey data.

1   42. (new) The system of claim 41, wherein said
2 reports are generated, and/or said assessed survey
3 information is displayed, in seconds.

1   43. (new) The system of claim 29, wherein said
2 reports are generated, and/or said assessed survey
3 information is displayed, in real time or near real time
4 from the collection of the survey data.

1   44. (new) The system of claim 43, wherein said
2 reports are generated, and/or said assessed survey
3 information is displayed, in seconds.

1   45. (new) The system of claim 30, wherein said
2 reports are generated, and/or said assessed survey
3 information is displayed, in real time or near real time
4 from the collection of the survey data.

1   46. (new) The system of claim 45, wherein said
2 reports are generated, and/or said assessed survey
3 information is displayed, in seconds.

1   47. (new) The system of claim 32, wherein said
2 reports are generated, and/or said assessed survey
3 information is displayed, in real time or near real time
4 from the collection of the survey data.

1   48. (new) The system of claim 57, wherein said
2 reports are generated, and/or said assessed survey
3 information is displayed, in seconds.

1   49. (new) The system of claim 34, wherein said
2 assessed survey information is displayed in real time or

3   near real time from the collection of the survey data.

1   50. (new) The system of claim 49, wherein said
2   assessed survey information is displayed in seconds.

1   51 (new) A method for collecting, processing, and
2   presenting survey information comprising the steps of:

3   I.   connecting to a survey participant over an
4   external communication system;

5   II. conducting a plurality of automated surveys
6   with survey participants for obtaining survey
7   data, said conducting a plurality of automated
8   surveys utilizing a drill-down methodology and
9   including the steps of:

10   A.   conducting a survey with a participant who
11   is a customer to obtain survey data
12   including customer viewpoint data; and

13   B.   conducting a survey with a participant who
14   is an employee to obtain survey data
15   including employee viewpoint data;

16   III. In real time or near real time with respect to
17   completing said conducting step, performing the
18   steps of:

19   A.   generating analyzed data from said survey
20   data;

21   B.   generating assessed survey information
22   from said survey data and said analyzed
23   data; and

24   C.   formatting said assessed survey

25   information and/or for generating reports

26   for display to a survey consumer;

27   Wherein said drill-down methodology utilizes one or

28   both of survey data already provided by the

29   survey participant and historical survey data

30   to determine a subsequent survey question to be

31   asked of the current survey participant.